

*Ford Motor Company*

L. W. Camp, Director  
Automotive Safety Office  
Environmental and Safety Engineering

October 18, 2000

Kenneth N. Weinstein  
Associate Administrator for Safety Assurance  
National Highway Traffic Safety Administration  
400 Seventh Street, SW  
Washington, DC 20590

Dear Mr. Weinstein:

Subject: Safety Recall 00V-270 NSA-11paw  
(Ford Number 00S26)

Enclosed are dealer and owner letters issued by Ford Customer Service Division regarding a recall of certain 2001 Crown Victoria, Grand Marquis and Town Car vehicles. Specific details were forwarded to you in our letter dated September 12, 2000.

Sincerely,



00S26dir.docbly  
Enclosures



# *Ford Motor Company*

A.R. O'Neill  
Director  
Vehicle Service and Programs  
Ford Customer Service Division

Ford Motor Company  
P. O. Box 1904  
Dearborn, Michigan 48121

September 5, 2000

**TO:** All Ford and Lincoln Mercury Dealers

**SUBJECT: DEMONSTRATION/DELIVERY HOLD: Safety Recall 00S26:- All 2001 Model Year Windstar, Crown Victoria, Grand Marquis, and Lincoln Town Car Vehicles built and shipped through September 5, 2000 – Personal Safety System**

## **AFFECTED VEHICLES**

All of the following 2001 model year vehicles built and shipped through September 5, 2000 at the following assembly plants:

- Windstar vehicles built at Oakville Assembly Plant.
- Crown Victoria and Grand Marquis vehicles built at St. Thomas Assembly Plant.
- Lincoln Town Car vehicles built at Wixom Assembly Plant.

## **REASON FOR THE DEMONSTRATION / DELIVERY HOLD**

An air bag or safety belt pretensioner may inadvertently activate during vehicle starting, potentially resulting in personal injury.

## **SERVICE PROCEDURE**

As of September 5, 2000, the service procedure has not been established. We will provide a service update to all dealers within one week. Until then, please do not drive, demonstrate, or deliver any of the affected vehicles.

**Note:** If you have any questions, please call the Recall Hotline at 1-800-325-5621.

## **VALUED DEALERS AND CUSTOMERS**

We apologize for the inconvenience to your customers and the impact that this program may have on your business. We are acting as quickly as possible to develop a service procedure and address the needs of our customers.

## **OASIS**

We anticipate that OASIS will be activated September 8, 2000.

Sincerely,



Ann O'Neill  
Director  
Vehicle Service and Programs

# *Ford Motor Company*

A.R. O'Neill  
Director  
Vehicle Service and Programs  
Ford Customer Service Division

Ford Motor Company  
P. O. Box 1904  
Dearborn, Michigan 48121

September 2000

**TO:** All Ford and Lincoln Mercury Dealers

**SUBJECT:** **DEMONSTRATION/DELIVERY HOLD:** Safety Recall 00S26 Supplement #1:  
Certain 2001 Model Year Windstar, Crown Victoria, Grand Marquis, and Lincoln  
Town Car Vehicles – Restraint Control Module Replacement

**REFERENCE:** Dealer Letter Dated September 5, 2000: **DEMONSTRATION/DELIVERY HOLD:**  
Safety Recall 00S26 - Personal Safety System

## **AFFECTED VEHICLES (Revised)**

- Windstar vehicles built March 28, 2000 through August 25, 2000 at Oakville Assembly Plant.
- Crown Victoria and Grand Marquis vehicles built April 18, 2000 through September 5, 2000 at St. Thomas Assembly Plant.
- Lincoln Town Car vehicles built June 15 through September 1, 2000 at Wixom Assembly Plant.

## **REASON FOR THE DEMONSTRATION / DELIVERY HOLD**

An air bag or safety belt pretensioner may inadvertently activate during vehicle starting, potentially resulting in personal injury.

## **SERVICE PROCEDURE**

At no charge to the owners, dealers will remove and scrap the Restraint Control Module (RCM) on all affected vehicles and replace it with a revised RCM.

On dealer stock vehicles, which will be serviced after the customer owned vehicles, dealers are requested to remove the airbag fuse until the revised RCM has been installed. (Be sure to reinstall fuse after replacing RCM).

## **PLEASE NOTE**

Correct all vehicles in stock before delivery. Federal law requires dealers to complete any outstanding safety recall service before a new vehicle is delivered to the buyer or lessee. Violation of this requirement by a dealer could result in a civil penalty of up to \$1,100 per vehicle.

## **LIMITED PARTS AVAILABILITY**

Parts are in limited supply. Initially, parts will be allocated only for repair of units already delivered to customers. We expect to begin "seed stocking" parts for dealer stock units approximately September 18, 2000.

## **DEALER-OWNER CONTACT AND OWNER LETTER MAILING**

Owner letter mailing is being expedited and may occur as early as Sept. 14, 2000. If you have recently sold a vehicle and not yet notified Ford Motor Company of the sale, please contact that owner immediately and provide them a copy of the owner letter.

## **LINCOLN COMMITMENT SPECIAL HANDLING PROCEDURE**

The Lincoln Commitment Special Handling Procedure has been activated for all Lincoln owners affected by this recall. Please see dealer announcement dated 12/17/99, Lincoln Commitment Special Handling Procedure (Attachment IV). The special handling procedure provides additional allowance to enable dealers to offer Lincoln owners convenient vehicle handling.

Lincoln Mercury is asking for your support and the cooperation of your sales and service teams to make this a positive experience for our Lincoln Town Car customers.

## **LOW VOLUME RECALL**

This recall is being processed as a Low Volume Recall. This type of field action was announced in an All-Dealer letter dated May 10, 1999. (See Attachment V)

Owners will be contacting the Low Volume Recall Coordination Center to arrange for this service. We will advise you via MORS III of the owners that choose your dealership to perform the service provided by this Recall program. The parts will be ordered for you by the Program Coordination Center.

You are requested to contact the owner and arrange for this service. (Note that our Coordination Center will advise owners that they will hear from you within the next two business days.)

## **ATTACHMENTS**

Attachment I:	Administrative Information
Attachment II:	Labor Allowances and Parts Ordering Information
Attachment III:	Technical Information
Attachment IV:	Lincoln Commitment Special Handling Procedure Announcement Letter
Attachment V:	Low Volume Dealer Announcement Letter
Customer Letter	

## **QUESTIONS?**

Claims Information:.....1-800-423-8851  
Other (Dealer Only) Recall Questions:.....1-800-325-5821

Sincerely,



Ann O'Neill  
Director  
Vehicle Service and Programs

**DEMONSTRATION/DELIVERY HOLD:**  
**Safety Recall 00S26 Supplement #1:**  
Certain 2001 Model Year Windstar, Crown Victoria, Grand Marquis,  
and Lincoln Town Car Vehicles  
Restraint Control Module Replacement

**OASIS**

You must use OASIS to determine if a vehicle is eligible for this recall.

**PLEASE NOTE**

Correct all vehicles in stock before delivery. Federal law requires dealers to complete any outstanding safety recall service before a new vehicle is delivered to the buyer or lessee. Violation of this requirement by a dealer could result in a civil penalty of up to \$1,100 per vehicle.

Please note that parts will be allocated first for units already delivered to customers.

**PROMPTLY CORRECT**

Promptly correct all affected vehicles on your dealer VIN list which you will receive in the Ford Dealer Consolidated Communicator (FDCC). Also, correct other eligible vehicles which are brought to your dealership.

**DEALER-OWNER CONTACT AND OWNER LETTER MAILING**

Owner letter mailing is being expedited and may occur as early as Sept. 14, 2000. If you have recently sold a vehicle and not yet notified Ford Motor Company of the sale, please contact that owner immediately and provide them a copy of the owner letter.

**Note: 1. Special Handling:**

Lincoln Owners should receive the "Lincoln Commitment Special Handling Procedure". Before calling Lincoln owners, review Attachment IV to familiarize yourself with this special handling procedure.

**2. Safety Recall 00S26 is a Low Volume Program:**

When you receive notification through MORS III, you should contact the owner and arrange for this service. Please note that our Coordination Center will advise owners that they will hear from you within the next two business days. For more information, see attached copy of "Low Volume Announcement Letter" dated May 10, 1999.

**DEMONSTRATION/DELIVERY HOLD:**  
**Safety Recall 00S26 Supplement #1:**  
Certain 2001 Model Year Windstar, Crown Victoria, Grand Marquis, and  
Lincoln Town Car Vehicles  
Restraint Control Module Replacement

**REGIONAL CONTACT**

Advise regional office if an owner:

- cannot be contacted.
- does not make a service date.

**CLAIMS PREPARATION AND SUBMISSION**

- Enter claims using DWE.
- Refer to ACESII manual for claims preparation and submission information.
- To claim for the "Lincoln Commitment Special Handling", follow the instructions on page two of Attachment IV.

**OWNER REFUNDS**

Ford Motor Company will only refund owner-paid repairs made before the date of the Owner Letter (or after the date of the Owner Letter if an emergency repair was made away from the servicing dealer.) Refer to ACESII manual for refund information.

**RENTAL CARS**

Except for vehicles covered under the Lincoln Special Handling program, rental vehicles are not approved for this program.

**DEMONSTRATION/DELIVERY HOLD:  
Safety Recall 00S26 Supplement #1:  
Certain 2001 Model Year Windstar, Crown Victoria, Grand Marquis,  
and Lincoln Town Car Vehicles  
Restraint Control Module Replacement**

**LABOR ALLOWANCES**

Description	Labor Operation	Labor Time
Limo Only: Inspect module part number. Replace RCM only if part number is 1W1A-14B321-BA.	00S26A	0.2 Hour
Replace Restraint Control Module (RCM) according to Workshop Manual Section 501-20B.		
• Crown Victoria and Grand Marquis: .....	00S26B	1.9 Hours
• Windstar with or without Side Airbag: .....	00S26C	1.9 Hours
• Lincoln Town Car: .....	00S26D	1.8 Hours
DEALER STOCK: If RCM is not available, remove airbag fuse and tape to inside of windshield. (Fuse MUST be reinstalled before selling or delivering the vehicle).	00S26E* (Does <u>not</u> close recall)	0.2 Hour
Administrative Allowance	Misc. Expense Code "ADMIN"	0.1 Hour
Lincoln Commitment Special Handling:**	Misc. Expense Code "LCHP"	See Attachment IV

\* Labor Operation 00S26E will not "close out" the recall. Removing the fuse only prevents the possibility of unintentional airbag deployment while being moved at the dealership.

\*\* Lincoln Commitment Special Handling does not apply to vehicles in dealer stock.

**PARTS REQUIREMENTS****Parts Ordering Information****CUSTOMER VEHICLES:**

Parts will be shipped to your dealership according to the procedures established for "Low Volume Recalls". Until further notice, DO NOT ORDER PARTS for customer vehicles. (Refer to Attachment IV).

**Note:** When the customer calls the Coordination Center, the correct parts will be automatically sent to the dealer. Parts not used may be returned for credit. (See "Excess Stock Return" below).

**STOCK VEHICLES:**

Correct all vehicles in stock before delivery. Parts will be direct shipped based on your vehicle count beginning the week of September 18, 2000.

**DEMONSTRATION/DELIVERY HOLD:  
Safety Recall 00S26 Supplement #1:  
Certain 2001 Model Year Windstar, Crown Victoria, Grand Marquis,  
and Lincoln Town Car Vehicles  
Restraint Control Module Replacement**

**PARTS REQUIREMENTS****Parts Ordering Information (Continued)**

<b>Part Number</b>	<b>Description</b>	<b>Quantity</b>
1F2Z 14B321 DB	RCM – Windstar with Side Airbags	1
1F2Z 14B321 CB	RCM – Windstar without Side Airbags	1
1W7Z 14B321 AC	RCM – Crown Victoria / Grand Marquis	1
1W1Z 14B321 AC	RCM – Town Car*	1

\*Only RCMs with part number 1W1A-14B321-BA need to be replaced. Limo Kit (which has a different number) is not affected by this recall.

**ORDER INFORMATION DOR/COR**

DOR/COR number 50179 identifies parts ordered for this campaign.

**DEALER PRICE**

For latest prices, refer to:

- DOES II
- Updated Price Book

**EXCESS STOCK RETURN**

Excess stock returned for credit must have been purchased from Ford Customer Service Division in accordance with Policy Procedure Bulletin 4000.



**DEMONSTRATION/DELIVERY HOLD:  
Safety Recall 00S26 Supplement #1:  
Certain 2001 Model Year Windstar, Crown Victoria, Grand Marquis,  
and Lincoln Town Car Vehicles  
Restraint Control Module Replacement**

**RCM REMOVAL AND REPLACEMENT:**

For removal and replacement of the Restraint Control Module (RCM) follow the instructions in the 2001 Workshop Manual Information Section 501-20B: OCCUPANT RESTRAINTS

**AIRBAG FUSE REMOVAL AND REPLACEMENT**

**DEALER STOCK UNITS ON HOLD:**

Remove RCM fuse (THIS WILL ACTIVATE AIRBAG LIGHT) and tape the fuse to the inside of the windshield (This prevents the fuse from getting lost and acts as a reminder to install the fuse after the revised RCM has been replaced).

Here are the fuse locations:

Vehicle Model	Fuse Location
• Crown Victoria and Grand Marquis: .....	Fuse 4 in the I/P Fuse Panel
• Town Car: .....	Fuse 10 in the I/P Fuse Panel
• Windstar: .....	Fuse 26 in the I/P Fuse Panel

**WARNING:**

Be sure to reinstall the fuse after replacing the RCM.

**RCM PART NUMBER INSPECTION (LIMO ONLY)**

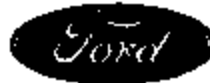
Limousines may have a Limo Kit installed. Limo Kits have good RCM units.

**Inspection Procedure:**

1. Remove ash tray.
2. Using a flashlight, look through the ash tray opening and read the RCM part number:
  - a. Replace RCM if part number is 1W1A-14B321-BA
  - b. If part number is anything other than 1W1A-14B321-BA install ash tray and return the vehicle to customer.

Program Announcement Letter  
Lincoln Commitment Special Handling

Ford Customer Service Division



Ford Motor Company  
P.O. Box 1904  
Dearborn, Michigan 48121

December 17, 1998

To: All Lincoln Mercury and Ford Dealers

cc: Parts Managers  
Service Managers

Subject: Announcing Lincoln Commitment Special Customer Handling Procedure for  
Certain Recalls and Owner Notification Programs

As part of our ongoing commitment to Lincoln customers, we are pleased to announce the Lincoln Commitment Special Customer Handling Procedure to provide additional dealer compensation for certain Recalls and Owner Notification Programs (ONP's) that affect Lincoln brand vehicles.

This additional compensation is being provided to allow dealers to provide personalized service designed to make the recall repair a positive experience for the Lincoln customer, many of whom are new to the Lincoln family.

Each Recall/ONP Bulletin affecting Lincoln vehicles will indicate whether the Lincoln Commitment Special Customer Handling Procedure is authorized; please note that not every Recall/ONP will qualify for this procedure and that the procedure will not be communicated to customers as a normal benefit of the Lincoln Commitment Program. Special handling and claiming instructions are included on the attached page. This program will apply only to Lincoln vehicles which have been delivered to customers.

We ask you to make maximum usage of these special enhancements to the Lincoln Commitment Program when applicable. Thank you in advance for your support of this program and our commitment to surprise and delight our Lincoln customers.

/O.S.B./  
Mark Hutchins  
President  
Lincoln Mercury

/O.S.B./  
M. D. Jordan  
Executive Director  
Ford Customer Service Division  
North America

**If Dealer Picks up and Returns Vehicle for Customer:**

<ul style="list-style-type: none"> <li>• Pick up the customer's vehicle (at a location of their preference such as home or place of business) and return after repair*</li> <li>• Drop off comparable loaner vehicle</li> <li>• Refill fuel tank</li> <li>• Wash and vacuum vehicle</li> <li>• Return vehicle to customer after repair is completed</li> </ul>	<p>Up to 2 hours additional labor (converted to a dollar amount) plus actual cost of fuel and wash/vacuum</p> <p>Note: Labor time to fill tank and wash/vacuum has been included in 2 hour allowance</p> <p>Labor subject to time recording procedures as outlined in Warranty &amp; Policy Manual</p>	<p>Submit total dollar value (labor+fuel+wash/vacuum) using Misc. Expense Code "LCHP"</p> <p><u>EXAMPLE</u> (using example labor rate of \$58/hour and fuel cost of \$1.05/gallon):</p> <p>1.2 hrs. labor* = \$69.60</p> <p>9.0 gals fuel = 9.45</p> <p>Wash/vacuum = 3.50</p> <p>Total Submitted = \$82.55</p> <p>*travel time+fueling/washing labor</p>
Provide comparable loaner vehicle to customer when vehicle is picked up	<p>Actual cost up to a maximum of \$35 per day for a Lincoln loaner or up to \$28 per day for a Mercury or Ford loaner</p> <p>(This does not count against TAP allocation)</p>	Submit up to 3 days maximum using "LOANER" (If additional days are required, call 1-800-325-5621 for authorization)
Perform Recall/ONP repair at dealership	Inspection/repair labor allowance as specified in Recall/ONP Bulletin	See applicable Recall/ONP Bulletin

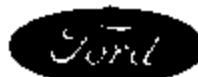
\*Or repair on-site if appropriate; if on-site repair is performed, rental charges do not apply.

**If Customer Brings Vehicle to Dealer:**

Perform Recall/ONP repair at dealership	Inspection/repair labor allowance as specified in Recall/ONP Bulletin	See applicable Recall/ONP Bulletin
Provide comparable loaner vehicle to customer	<p>Actual cost up to a maximum of \$38 per day for a Lincoln loaner or up to \$28 per day for a Mercury or Ford loaner</p> <p>(This does not count against TAP allocation)</p>	Submit up to 3 days maximum using "LOANER" (If additional days are required, call 1-800-325-5621 for authorization)
Refill fuel tank and wash/vacuum vehicle	Up to 0.5 hour additional labor (converted to a dollar amount) plus actual cost of fuel and wash/vacuum	Submit total dollar value (labor+fuel+wash/vacuum) using Misc. Expense Code "LCHP"

**All Dealer Letter**  
**Part Procurement Process for Low Volume Programs**

Ford Customer Service Division



Ford Motor Company  
P.O. Box 1904  
Dearborn, Michigan 48121

May 10, 1999

**To:** All Ford and Lincoln Mercury Dealers

**cc:** All Parts Managers  
All Service Managers

**Subject:** Updated Part Procurement Process For Low Volume Recalls

The purpose of this communication is to update the process for dealer acquisition of service parts for certain Recalls/Owner Notification Programs with a small number of involved vehicles.

**Background:**

- Situations where Recalls/Owner Notification Programs have a small number of involved units require special handling.
- There are no controls in the parts system to prevent the over-ordering of parts in low volume situations.
- Many dealers order one or more parts even if they do not have an involved unit to insure customer satisfaction. This can result in parts in the inventory of dealers who do not need them and exhausted supply for dealers who do need them.
- With existing procedures, there is a cost to the Company and the Dealers (handling, returning, scrapping, etc.).

**What's "Small Volume"?**

- Generally, recalls, or ONP's involving 5,000 or fewer vehicles.

**What We Propose**

- Procedure to better manage "Parts-To-Affected-Vehicle" process.
- Vehicle owner (retail customer/fleet/dealer) requested to contact a "process facilitator" via a special 1-800 toll-free line or with a special postcard provided with the owner letter.
- Process facilitator verifies VIN/Owner Information and works with owner (or dealer) to identify repairing dealer.
- Process facilitator inputs part order and sends a MORS III message with Customer/VIN/part shipping information to the identified repairing dealer.
- Dealer would be charged for the part at the lowest acquisition cost.

**What's Different:**

- Owner asked to call special toll-free line or send back special postcard.
- Parts would not be available through the normal parts ordering system.
- Owners would need to have an appointment.

**Dealer Benefits:**

- Eliminates back-orders—guarantees part availability.
- Increases customer satisfaction with your "Service Experience"
- New process will enable dealers to initiate pro-active service scheduling—with the information we will provide on the MORS III message, you call the customers to arrange a service appointment knowing that the part will be there and the customer's vehicle needs service.

Additional details will be provided as specific Recalls/Owner Notification Programs suitable for this process are launched.

We ask that you share this procedure with your parts and service personnel to insure they are aware of this process.

Ann O'Neill  
Director  
Vehicle Service and Programs

R. E. Tureck  
Director  
Global Parts Supply and Logistics

# *Ford Motor Company*

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Ford Motor Company  
P. O. Box 1904  
Dearborn, Michigan 48121  
1-800-392-3973

September 2000

00S26

Mr. John Sample  
123 Main Street  
Anywhere, USA 12345

Your Vehicle Identification Number: 12345678901234567

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Ford Motor Company has decided that a defect which relates to motor vehicle safety exists in certain 2001 Model Year Windstar, Crown Victoria, Grand Marquis, and Lincoln Town Car Vehicles.

We apologize for this situation and want to assure you that with your assistance we will correct this condition. Our commitment, together with Ford and Lincoln Mercury dealers, is to provide you with the highest level of service and support possible.

**What the safety  
issue is....**

In some of the affected vehicles, it may be possible for the Restraint Control Module (RCM) to inadvertently activate an airbag or safety belt pre-tensioner while starting the engine which could potentially result in personal injury.

**What Ford Motor  
Company and your  
dealer will do...**

Ford Motor Company will install a revised RCM in your vehicle free of charge (parts and labor). Owners who are affected by this recall are requested to immediately call the phone number shown below to arrange for the installation of a revised RCM.

**How long will it  
take?**

The time needed for this repair is less than one-half day. However, due to service scheduling issues, your dealer may need your vehicle for a longer period of time.

**What we are asking  
you to do...**

Please call toll-free 1-800-248-0186 and inform the Ford representative that you wish to have your vehicle serviced under Safety Recall 00S26. Representatives are available 7:30AM to 7:30PM Monday through Friday, and 8:00AM to 3:00PM on Saturday (times are Eastern Time).

Please have this letter with you when you call. The Ford representative will ask for the serial number of your vehicle. The serial number is printed on the top of this letter.

Arrangements will be made with the dealership of your choice to have parts available. The dealership will call you to schedule an appointment. If you have not heard from your dealer within two working days, call your dealer to request a service appointment. You need do nothing else except bring your vehicle to the dealership on the service date.

When you bring your vehicle in, show the dealer this letter. If you misplace this letter, your dealer will still do the work, free of charge.

**If you've already paid  
for this service...**

If you paid to have this service done before the date of this letter, Ford is offering a full refund. For the refund, please give your paid original receipt to your dealer. To avoid delays, do not send receipts to Ford Motor Company.

**If you've changed  
address or sold the  
vehicle...**

Please fill out the enclosed prepaid postcard and mail it to us if you have changed address or sold the vehicle.

**If you have  
concerns...**

If you have trouble getting your vehicle repaired promptly and without charge, please contact the Ford Motor Company Customer Assistance Center and one of our representatives will be happy to assist you:

CALL: (800) 382-3573  
(800) 232-5952 (TDD for the Hearing Impaired)

Office Hours: (Eastern Standard Time)

Monday-Friday: 8am - 11pm

Saturday: 9am - 8pm

or you may contact us through the Internet at:  
[www.ownerconnection.com](http://www.ownerconnection.com)

Our current response time to Internet inquiries is three business days.

You also may send a complaint to the Administrator, National Highway Traffic Safety Administration, 400 Seventh Street, S. W., Washington, D. C. 20590 or call the toll free Auto Safety Hotline 1-800-424-9393 (Washington, D. C. area residents may call 1-202-366-0123).

**Quality Care service  
is there for you all  
year round.**

**QualityCare**  
at your service

Quality Care is the commitment of Ford Motor Company and its dealerships to provide you with a superior service and ownership experience. While we regret the inconvenience caused by this program, we stand committed with our dealers to assist you with all of your automotive service needs. With our nationwide dealer network, we're here to ensure you receive Quality Care service so that your vehicle maintains peak performance throughout your ownership experience.

We pride ourselves on becoming the world's leading consumer company for automotive products and services. Again, we are sorry for the inconvenience. Thank you for your attention to this important matter.

Sincerely,



Ann O'Neill  
Director  
Vehicle Service and Programs



# Ford Motor Company

A.R. O'Neill  
Director  
Vehicle Service and Programs  
Ford Customer Service Division

Ford Motor Company  
P. O. Box 1804  
Dearborn, Michigan 48121

September 2000

**TO:** All Ford and Lincoln Mercury Dealers

**SUBJECT:** **DEMONSTRATION/DELIVERY HOLD:** Safety Recall 00S26 Supplement #2:  
Certain 2001 Model Year Windstar, Crown Victoria, Grand Marquis, and Lincoln  
Town Car Vehicles – Restraint Control Module Replacement

**REFERENCE:** Safety Recall 00S26 Supplement #1

**Limo Vehicle Service Update:**

- Do not attempt to perform repairs on Limo vehicles until further notice. If the module indicated in the previous supplement is installed, the airbag warning lamp will illuminate and there is no service procedure to clear it at this time.
- Repair procedures for Limo vehicles (First three letters of VIN: 1L1) are being revised. Original technical instructions have been revised to temporarily exclude Limo vehicles. (See Attachment III)
- Service procedures for Lincoln Town Car non-limo (First three letters of VIN: 1LN) have been confirmed to be effective. Proceed to service these vehicles. (See Attachment III)
- We will provide Limo repair instructions as soon as possible.

**Mutilate and Scrap Reminder:** After replacing the RCM on any of the affected units, please remember to mutilate and scrap the old RCM to prevent them from being installed on another vehicle.

**AFFECTED VEHICLES** (Revised)

- Windstar vehicles built March 28, 2000 through August 25, 2000 at Oakville Assembly Plant.
- Crown Victoria and Grand Marquis vehicles built April 18, 2000 through September 5, 2000 at St. Thomas Assembly Plant.
- Lincoln Town Car vehicles built June 15 through September 1, 2000 at Wixom Assembly Plant.

**REASON FOR THE DEMONSTRATION / DELIVERY HOLD**

An air bag or safety belt pretensioner may inadvertently activate during vehicle starting, potentially resulting in personal injury.

### **SERVICE PROCEDURE**

At no charge to the owners, dealers will remove and scrap the Restraint Control Module (RCM) on all affected vehicles and replace it with a revised RCM.

On dealer stock vehicles, which will be serviced after the customer owned vehicles, dealers are requested to remove the airbag fuse until the revised RCM has been installed. (Be sure to reinstall fuse after replacing RCM).

### **PLEASE NOTE**

Correct all vehicles in stock before delivery. Federal law requires dealers to complete any outstanding safety recall service before a new vehicle is delivered to the buyer or lessee. Violation of this requirement by a dealer could result in a civil penalty of up to \$1,100 per vehicle.

### **LIMITED PARTS AVAILABILITY**

Parts are in limited supply. Initially, parts will be allocated only for repair of units already delivered to customers. We expect to begin "seed stocking" parts for dealer stock units approximately September 18, 2000.

### **DEALER-OWNER CONTACT AND OWNER LETTER MAILING**

Owner letter mailing is being expedited and may occur as early as Sept. 14, 2000. If you have recently sold a vehicle and not yet notified Ford Motor Company of the sale, please contact that owner immediately and provide them a copy of the owner letter.

### **LINCOLN COMMITMENT SPECIAL HANDLING PROCEDURE**

The Lincoln Commitment Special Handling Procedure has been activated for all Lincoln owners affected by this recall. Please see dealer announcement dated 12/17/98, Lincoln Commitment Special Handling Procedure (Attachment IV). The special handling procedure provides additional allowance to enable dealers to offer Lincoln owners convenient vehicle handling.

Lincoln Mercury is asking for your support and the cooperation of your sales and service teams to make this a positive experience for our Lincoln Town Car customers.

### **LOW VOLUME RECALL**

This recall is being processed as a Low Volume Recall. This type of field action was announced in an All-Dealer letter dated May 10, 1999. (See Attachment V)

Owners will be contacting the Low Volume Recall Coordination Center to arrange for this service. We will advise you via MORS III of the owners that chose your dealership to perform the service provided by this Recall program. The parts will be ordered for you by the Program Coordination Center.

You are requested to contact the owner and arrange for this service. (Note that our Coordination Center will advise owners that they will hear from you within the next two business days.)

**ATTACHMENTS**

Attachment I: Administrative Information  
Attachment II: Labor Allowances and Parts Ordering Information  
Attachment III: Technical Information  
Attachment IV: Lincoln Commitment Special Handling Procedure Announcement Letter  
Attachment V: Low Volume Dealer Announcement Letter  
Customer Notification Letter

**QUESTIONS?**

Claims Information:.....1-800-423-8851  
Other (Dealer Only) Recall Questions:.....1-800-325-5821

Sincerely,



Ann O'Neill  
Director  
Vehicle Service and Programs

**DEMONSTRATION/DELIVERY HOLD:  
Safety Recall 00826 Supplement #2:  
Certain 2001 Model Year Windstar, Crown Victoria, Grand Marquis,  
and Lincoln Town Car Vehicles  
Restraint Control Module Replacement**

**OASIS**

You must use OASIS to determine if a vehicle is eligible for this recall.

**PLEASE NOTE**

Correct all vehicles in stock before delivery. Federal law requires dealers to complete any outstanding safety recall service before a new vehicle is delivered to the buyer or lessee. Violation of this requirement by a dealer could result in a civil penalty of up to \$1,100 per vehicle.

Please note that parts will be allocated first for units already delivered to customers.

**PROMPTLY CORRECT**

Promptly correct all affected vehicles on your dealer VIN list which you will receive in the Ford Dealer Consolidated Communicator (FDCC). Also, correct other eligible vehicles which are brought to your dealership.

**DEALER-OWNER CONTACT AND OWNER LETTER MAILING**

Owner letter mailing is being expedited and may occur as early as Sept. 14, 2000. If you have recently sold a vehicle and not yet notified Ford Motor Company of the sale, please contact that owner immediately and provide them a copy of the owner letter.

**Note: 1. Special Handling:**

Lincoln Owners should receive the "Lincoln Commitment Special Handling Procedure". Before calling Lincoln owners, review Attachment IV to familiarize yourself with this special handling procedure.

**2. Safety Recall 00826 is a Low Volume Program:**

When you receive notification through MORIS III, you should contact the owner and arrange for this service. Please note that our Coordination Center will advise owners that they will hear from you within the next two business days. For more information, see attached copy of "Low Volume Announcement Letter" dated May 10, 1999.

**DEMONSTRATION/DELIVERY HOLD:**  
**Safety Recall 00826 Supplement #2:**  
Certain 2001 Model Year Windstar, Crown Victoria, Grand Marquis, and  
Lincoln Town Car Vehicles  
Restraint Control Module Replacement

**REGIONAL CONTACT**

Advise regional office if an owner:

- cannot be contacted.
- does not make a service date.

**CLAIMS PREPARATION AND SUBMISSION**

- Enter claims using DWE.
- Refer to ACESII manual for claims preparation and submission information.
- To claim for the "Lincoln Commitment Special Handling", follow the instructions on page two of Attachment IV.

**OWNER REFUNDS**

Ford Motor Company will only refund owner-paid repairs made before the date of the Owner Letter (or after the date of the Owner Letter if an emergency repair was made away from the servicing dealer.) Refer to ACESII manual for refund information.

**RENTAL CARS**

Except for vehicles covered under the Lincoln Special Handling program, rental vehicles are not approved for this program.

**DEMONSTRATION/DELIVERY HOLD:****Safety Recall 00S26 Supplement #2:**

Certain 2001 Model Year Windstar, Crown Victoria, Grand Marquis,  
and Lincoln Town Car Vehicles  
Restraint Control Module Replacement

**LABOR ALLOWANCES**

Description	Labor Operation	Labor Time
Replace Restraint Control Module (RCM) according to Workshop Manual Section 501-20B. <ul style="list-style-type: none"> <li>• Crown Victoria and Grand Marquis: .....</li> <li>• Windstar with or without Side Airbag: .....</li> <li>• Lincoln Town Car: (Except Limo) .....</li> </ul>	00S26B 00S26C 00S26D	1.9 Hours 1.9 Hours 1.8 Hours
<b>DEALER STOCK:</b> If RCM is not available, remove airbag fuse and tape to inside of windshield. (Fuse <b>MUST</b> be reinstalled before selling or delivering the vehicle).	00S26E* (Does <u>not</u> close recall)	0.2 Hour
Administrative Allowance	Misc. Expense Code "ADMIN"	0.1 Hour
Lincoln Commitment Special Handling:**	Misc. Expense Code "LCHP"	See Attachment IV

\* Labor Operation 00S26E will not "close out" the recall. Removing the fuse only prevents the possibility of unintentional airbag deployment while being moved at the dealership.

\*\* Lincoln Commitment Special Handling does not apply to vehicles in dealer stock.

**PARTS REQUIREMENTS****Parts Ordering Information****CUSTOMER VEHICLES:**

Parts will be shipped to your dealership according to the procedures established for "Low Volume Recalls". Until further notice, **DO NOT ORDER PARTS** for customer vehicles. (Refer to Attachment IV).

**Note:** When the customer calls the Coordination Center, the correct parts will be automatically sent to the dealer. Parts not used may be returned for credit. (See "Excess Stock Return" below).

**STOCK VEHICLES:**

Correct all vehicles in stock before delivery. Parts will be direct shipped based on your vehicle count beginning the week of September 18, 2000.

**DEMONSTRATION/DELIVERY HOLD:  
Safety Recall 00S26 Supplement #2:  
Certain 2001 Model Year Windstar, Crown Victoria, Grand Marquis,  
and Lincoln Town Car Vehicles  
Restraint Control Module Replacement**

**PARTS REQUIREMENTS****Parts Ordering Information (Continued)**

<b>Part Number</b>	<b>Description</b>	<b>Quantity</b>
1F2Z 14B321 DB	RCM – Windstar with Side Airbags	1
1F2Z 14B321 CB	RCM – Windstar without Side Airbags	1
1W7Z 14B321 AC	RCM – Crown Victoria / Grand Marquis	1
1W1Z 14B321 AC	RCM – Town Car (Except Limo)	1

**ORDER INFORMATION DOR/COR**

DOR/COR number 50179 identifies parts ordered for this campaign.

**DEALER PRICE**

For latest prices, refer to:

- DOES II
- Updated Price Book

**EXCESS STOCK RETURN**

Excess stock returned for credit must have been purchased from Ford Customer Service Division in accordance with Policy Procedure Bulletin 4000.

**DEMONSTRATION/DELIVERY HOLD:**  
**Safety Recall 00826 Supplement #2:**  
Certain 2001 Model Year Windstar, Crown Victoria, Grand Marquis,  
and Lincoln Town Car Vehicles  
Restraint Control Module Replacement

**RCM REMOVAL AND REPLACEMENT**

For removal and replacement of the Restraint Control Module (RCM) follow the instructions in the 2001 Workshop Manual Information Section 501-20B: OCCUPANT RESTRAINTS (Except Limo):

**LIMO SERVICE PROCEDURES:**

Current Workshop Manual instructions for the replacement of the RCM will cause the airbag light to illuminate. Revised instructions are being developed and will be published as soon as they become available.

**AIRBAG FUSE REMOVAL AND REPLACEMENT**

**Dealer Stock Units On Hold:**

Remove RCM fuse (THIS WILL ACTIVATE AIRBAG LIGHT) and tape the fuse to the inside of the windshield (This prevents the fuse from getting lost and acts as a reminder to install the fuse after the revised RCM has been replaced).

Here are the fuse locations:

Vehicle Model	Fuse Location
• Crown Victoria and Grand Marquis: .....	Fuse 4 in the I/P Fuse Panel
• Town Car: .....	Fuse 10 in the I/P Fuse Panel
• Windstar: .....	Fuse 26 in the I/P Fuse Panel

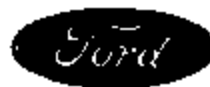
**WARNING:**

Be sure to reinstall the fuse after replacing the RCM.



**Program Announcement Letter  
Lincoln Commitment Special Handling**

Ford Customer Service Division



Ford Motor Company  
P.O. Box 1904  
Dearborn, Michigan 48121

**December 17, 1998**

**To: All Lincoln Mercury and Ford Dealers**

**cc: Parts Managers  
Service Managers**

**Subject: Announcing Lincoln Commitment Special Customer Handling Procedure for  
Certain Recalls and Owner Notification Programs**

As part of our ongoing commitment to Lincoln customers, we are pleased to announce the Lincoln Commitment Special Customer Handling Procedure to provide additional dealer compensation for certain Recalls and Owner Notification Programs (ONP's) that affect Lincoln brand vehicles.

This additional compensation is being provided to allow dealers to provide personalized service designed to make the recall repair a positive experience for the Lincoln customer, many of whom are new to the Lincoln family.

Each Recall/ONP Bulletin affecting Lincoln vehicles will indicate whether the Lincoln Commitment Special Customer Handling Procedure is authorized; please note that not every Recall/ONP will qualify for this procedure and that the procedure will not be communicated to customers as a normal benefit of the Lincoln Commitment Program. Special handling and claiming instructions are included on the attached page. This program will apply only to Lincoln vehicles which have been delivered to customers.

We ask you to make maximum usage of these special enhancements to the Lincoln Commitment Program when applicable. Thank you in advance for your support of this program and our commitment to surprise and delight our Lincoln customers.

/O.S.B./  
Mark Hutchins  
President  
Lincoln Mercury

/O.S.B./  
M. D. Jordan  
Executive Director  
Ford Customer Service Division  
North America

**Program Announcement Letter  
Lincoln Commitment Special Handling (Continued)**

**ATTACHMENT IV  
Page 2 of 2**

**If Dealer Picks up and Returns Vehicle for Customer:**

<ul style="list-style-type: none"> <li>• Pick up the customer's vehicle (at a location of their preference such as home or place of business) and return after repair*</li> <li>• Drop off comparable loaner vehicle</li> <li>• Refill fuel tank</li> <li>• Wash and vacuum vehicle</li> <li>• Return vehicle to customer after repair is completed</li> </ul>	<p>Up to 2 hours additional labor (converted to a dollar amount) plus actual cost of fuel and wash/vacuum</p> <p>Note: Labor time to fill tank and wash/vacuum has been included in 2 hour allowance</p> <p>Labor subject to time recording procedures as outlined in Warranty &amp; Policy Manual</p>	<p>Submit total dollar value (labor+fuel+wash/vacuum) using Misc. Expense Code "LCHP"</p> <p><u>EXAMPLE</u> (using example labor rate of \$58/hour and fuel cost of \$1.05/gallon):</p> <p>1.2 hrs. labor* = \$69.60</p> <p>9.0 gals fuel = 9.45</p> <p>Wash/vacuum = 3.50</p> <p>Total Submitted = \$82.55</p> <p>*travel time+fueling/washing labor</p>
<p>Provide comparable loaner vehicle to customer when vehicle is picked up</p>	<p>Actual cost up to a maximum of \$35 per day for a Lincoln loaner or up to \$28 per day for a Mercury or Ford loaner</p> <p>(This does not count against TAP allocation)</p>	<p>Submit up to 3 days maximum using "LOANER" (if additional days are required, call 1-800-325-5821 for authorization)</p>
<p>Perform Recall/ONP repair at dealership</p>	<p>Inspection/repair labor allowance as specified in Recall/ONP Bulletin</p>	<p>See applicable Recall/ONP Bulletin</p>

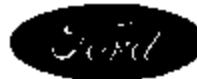
\*Or repair on-site if appropriate; if on-site repair is performed, rental charges do not apply.

**If Customer Brings Vehicle to Dealer:**

<p>Perform Recall/ONP repair at dealership</p>	<p>Inspection/repair labor allowance as specified in Recall/ONP Bulletin</p>	<p>See applicable Recall/ONP Bulletin</p>
<p>Provide comparable loaner vehicle to customer</p>	<p>Actual cost up to a maximum of \$38 per day for a Lincoln loaner or up to \$28 per day for a Mercury or Ford loaner</p> <p>(This does not count against TAP allocation)</p>	<p>Submit up to 3 days maximum using "LOANER" (if additional days are required, call 1-800-325-5821 for authorization)</p>
<p>Refill fuel tank and wash/ vacuum vehicle</p>	<p>Up to 0.5 hour additional labor (converted to a dollar amount) plus actual cost of fuel and wash/vacuum</p>	<p>Submit total dollar value (labor+fuel+wash/vacuum) using Misc. Expense Code "LCHP"</p>

**All Dealer Letter**  
**Part Procurement Process for Low Volume Programs**

Ford Customer Service Division



Ford Motor Company  
P.O. Box 1904  
Dearborn, Michigan 48121

May 10, 1999

**To:** All Ford and Lincoln Mercury Dealers

**cc:** All Parts Managers  
All Service Managers

**Subject:** Updated Part Procurement Process For Low Volume Recalls

The purpose of this communication is to update the process for dealer acquisition of service parts for certain Recalls/Owner Notification Programs with a small number of involved vehicles.

**Background:**

- Situations where Recalls/Owner Notification Programs have a small number of involved units require special handling.
- There are no controls in the parts system to prevent the over-ordering of parts in low volume situations.
- Many dealers order one or more parts even if they do not have an involved unit to insure customer satisfaction. This can result in parts in the inventory of dealers who do not need them and exhausted supply for dealers who do need them.
- With existing procedures, there is a cost to the Company and the Dealers (handling, returning, scrapping, etc.).

**What's "Small Volume"?**

- Generally, recalls, or ONP's involving 5,000 or fewer vehicles.

**What We Propose**

- Procedure to better manage "Parts-To-Affected-Vehicle" process.
- Vehicle owner (retail customer/fleet/dealer) requested to contact a "process facilitator" via a special 1-800 toll-free line or with a special postcard provided with the owner letter.
- Process facilitator verifies VIN/Owner information and works with owner (or dealer) to identify repairing dealer.
- Process facilitator inputs part order and sends a MORS III message with Customer/VIN/part shipping information to the identified repairing dealer.
- Dealer would be charged for the part at the lowest acquisition cost.

**What's Different:**

- Owner asked to call special toll-free line or send back special postcard.
- Parts would not be available through the normal parts ordering system.
- Owners would need to have an appointment.

**Dealer Benefits:**

- Eliminates back-orders—guarantees part availability.
- Increases customer satisfaction with your "Service Experience"
- New process will enable dealers to initiate pro-active service scheduling—with the information we will provide on the MORB III message, you call the customers to arrange a service appointment knowing that the part will be there and the customer's vehicle needs service.

Additional details will be provided as specific Recalls/Owner Notification Programs suitable for this process are launched.

We ask that you share this procedure with your parts and service personnel to insure they are aware of this process.

Ann O'Neill  
Director  
Vehicle Service and Programs

R. E. Turecki  
Director  
Global Parts Supply and Logistics

# *Ford Motor Company*

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Ford Motor Company  
P. O. Box 1904  
Dearborn, Michigan 48121  
1-800-392-3673

September 2000

00S28

Mr. John Sample  
123 Main Street  
Anywhere, USA 12345

Your Vehicle Identification Number: 12345678901234567

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Ford Motor Company has decided that a defect which relates to motor vehicle safety exists in certain 2001 Model Year Windstar, Crown Victoria, Grand Marquis, and Lincoln Town Car Vehicles.

We apologize for this situation and want to assure you that with your assistance we will correct this condition. Our commitment, together with Ford and Lincoln Mercury dealers, is to provide you with the highest level of service and support possible.

**What the safety  
issue is....**

In some of the affected vehicles, it may be possible for the Restraint Control Module (RCM) to inadvertently activate an airbag or safety belt pre-tensioner while starting the engine which could potentially result in personal injury.

**What Ford Motor  
Company and your  
dealer will do...**

Ford Motor Company will install a revised RCM in your vehicle free of charge (parts and labor). Owners who are affected by this recall are requested to immediately call the phone number shown below to arrange for the installation of a revised RCM.

**How long will it  
take?**

The time needed for this repair is less than one-half day. However, due to service scheduling issues, your dealer may need your vehicle for a longer period of time.

**What we are asking  
you to do...**

Please call toll-free 1-800-248-0188 and inform the Ford representative that you wish to have your vehicle serviced under Safety Recall 00S26. Representatives are available 7:30AM to 7:30PM Monday through Friday, and 8:00AM to 3:00PM on Saturday (times are Eastern Time).

Please have this letter with you when you call. The Ford representative will ask for the serial number of your vehicle. The serial number is printed on the top of this letter.

Arrangements will be made with the dealership of your choice to have parts available. The dealership will call you to schedule an appointment. If you have not heard from your dealer within two working days, call your dealer to request a service appointment. You need do nothing else except bring your vehicle to the dealership on the service date.

When you bring your vehicle in, show the dealer this letter. If you misplace this letter, your dealer will still do the work, free of charge.

**If you've already paid  
for this service...**

If you paid to have this service done before the date of this letter, Ford is offering a full refund. For the refund, please give your paid original receipt to your dealer. To avoid delays, do not send receipts to Ford Motor Company.

**If you've changed  
address or sold the  
vehicle...**

Please fill out the enclosed prepaid postcard and mail it to us if you have changed address or sold the vehicle.

**If you have  
concerns...**

If you have trouble getting your vehicle repaired promptly and without charge, please contact the Ford Motor Company Customer Assistance Center and one of our representatives will be happy to assist you:

**CALL: (800) 392-3673  
(800) 232-5952 (TDD for the Hearing Impaired)**

**Office Hours: (Eastern Standard Time)**

**Monday-Friday: 8am - 11pm**

**Saturday: 8am - 6pm**

**or you may contact us through the Internet at:**

**[www.ownerconnection.com](http://www.ownerconnection.com)**

**Our current response time to Internet inquiries is three business days.**

**You also may send a complaint to the Administrator, National Highway Traffic Safety Administration, 400 Seventh Street, S. W., Washington, D. C. 20590 or call the toll free Auto Safety Hotline 1-800-424-6393 (Washington, D. C. area residents may call 1-202-368-0123).**

**Quality Care service  
is there for you all  
year round.**

**QualityCare**  
at your service

Quality Care is the commitment of Ford Motor Company and its dealerships to provide you with a superior service and ownership experience. While we regret the inconvenience caused by this program, we stand committed with our dealers to assist you with all of your automotive service needs. With our nationwide dealer network, we're here to ensure you receive Quality Care service so that your vehicle maintains peak performance throughout your ownership experience.

We pride ourselves on becoming the world's leading consumer company for automotive products and services. Again, we are sorry for the inconvenience. Thank you for your attention to this important matter.

Sincerely,



Ann O'Neill  
Director  
Vehicle Service and Programs

00V-2 70

# *Ford Motor Company*

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TO: All Ford and Lincoln Mercury Dealers

October 27, 2000

SUBJECT: Safety Recall 00S26: IMPORTANT PARTS UPDATE

REFERENCE: DEMONSTRATION/DELIVERY HOLD: Safety Recall 00S26: Certain 2001 Model Year Windstar, Crown Victoria, Grand Marquis, and Lincoln Town Car Vehicles – Restraint Control Module Replacement

**Extraordinary actions have been taken this week to assure that all restraint control modules for Safety Recall 00S26 will be direct shipped to dealers during the week of October 30th. This will complete all parts requirements for both sold and stock units.**

**Thank you for your patience in this difficult program.**

Recall/Service Programs



00V-270

# Ford Motor Company

TO: All Ford and Lincoln Mercury Dealers

October 11, 2000

R

**SUBJECT: Safety Recall 00S26: PARTS UPDATE**

**REFERENCE: DEMONSTRATION/DELIVERY HOLD: Safety Recall 00S26: Certain 2001 Model Year Windstar, Crown Victoria, Grand Marquis, and Lincoln Town Car Vehicles -- Restraint Control Module Replacement**

The following provides the current restraint control module supply status and ordering procedures:

- Shipment of modules for sold and fleet vehicles are being prioritized.
- For SOLD units, either the dealer or the customer can call the Recall Hotline (1-800-248-0186). A valid customer name, address and VIN number are required.
- For STOCK units, modules will be direct shipped based on an equitable distribution and the availability of a particular module.
- Orders for 35% of the affected modules have been input by the Recall Hotline for shipment to dealers; most of these are expected to be shipped by 10/16.
- We expect to receive an additional 5000 modules per week beginning the week of 10/16; these will be shipped to dealers as soon as they are received and packaged.
- We expect to receive 100% of the required modules by mid-November.
- Due to erratic module availability, the Recall Hotline will be unable to estimate a ship date for specific orders.

As more restraint control modules become available, please be sure to repair customer sold and fleet units before repairing stock units. Thank you for your patience.

Recall/Service Programs

00V-270

## *Ford Motor Company*

A.R. O'Neill  
Director  
Vehicle Service and Programs  
Ford Customer Service Division

Ford Motor Company  
P. O. Box 1904  
Dearborn, Michigan 48121

R

October 2000

**TO:** All Ford and Lincoln Mercury Dealers

**SUBJECT:** **DEMONSTRATION/DELIVERY HOLD:** Safety Recall 00S26 Supplement #3:  
Certain 2001 Model Year Windstar, Crown Victoria, Grand Marquis, and Lincoln  
Town Car Vehicles – Restraint Control Module Replacement

**REFERENCE:** Safety Recall 00S26 Supplement #2

- |  |
|--|
| <ol style="list-style-type: none"><li>1) Service Repair Instructions for Limo Vehicles (First three letters of VIN: 1L1) are Now Available (See Attachment III)</li><li>2) Revised Parts and Claiming Instructions (See Attachment II)</li></ol> |
|--|

### **AFFECTED VEHICLES**

- Windstar vehicles built March 28, 2000 through August 25, 2000 at Oakville Assembly Plant.
- Crown Victoria and Grand Marquis vehicles built April 18, 2000 through September 6, 2000 at St. Thomas Assembly Plant.
- Lincoln Town Car vehicles built June 15 through September 1, 2000 at Wixom Assembly Plant.

### **REASON FOR THE DEMONSTRATION / DELIVERY HOLD**

An air bag or safety belt pretensioner may inadvertently activate during vehicle starting, potentially resulting in personal injury.

### **SERVICE PROCEDURE**

At no charge to the owners, dealers will remove and scrap the Restraint Control Module (RCM) on all affected vehicles and replace it with a revised RCM.

On dealer stock vehicles, which will be serviced after the customer owned vehicles, dealers are requested to remove the airbag fuse until the revised RCM has been installed. (Be sure to reinstall fuse after replacing RCM. This must be done before delivering the vehicle).

### **PLEASE NOTE**

Correct all vehicles in stock before delivery. Federal law requires dealers to complete any outstanding safety recall service before a new vehicle is delivered to the buyer or lessee. Violation of this requirement by a dealer could result in a civil penalty of up to \$1,100 per vehicle.

### **LIMITED PARTS AVAILABILITY**

Parts are in limited supply. Initially, parts will be allocated only for repair of units already delivered to customers.

### **DEALER-OWNER CONTACT AND OWNER LETTER MAILING**

If you have recently sold a vehicle and not yet notified Ford Motor Company of the sale, please contact that owner immediately and provide them a copy of the owner letter.

### **LINCOLN COMMITMENT SPECIAL HANDLING PROCEDURE**

The Lincoln Commitment Special Handling Procedure has been activated for all Lincoln owners affected by this recall. Please see dealer announcement dated 12/17/98, Lincoln Commitment Special Handling Procedure (Attachment IV). The special handling procedure provides additional allowance to enable dealers to offer Lincoln owners convenient vehicle handling.

Lincoln Mercury is asking for your support and the cooperation of your sales and service teams to make this a positive experience for our Lincoln Town Car customers.

### **LOW VOLUME RECALL**

This recall is being processed as a Low Volume Recall. This type of field action was announced in an All-Dealer letter dated May 10, 1999. (See Attachment V)

Owners will be contacting the Low Volume Recall Coordination Center to arrange for this service. We will advise you via MORS III of the owners that chose your dealership to perform the service provided by this Recall program. The parts will be ordered for you by the Program Coordination Center.

You are requested to contact the owner and arrange for this service. (Note that our Coordination Center will advise owners that they will hear from you within the next two business days.)

### **ATTACHMENTS**

Attachment I: Administrative Information  
Attachment II: Labor Allowances and Parts Ordering Information  
Attachment III: Technical Information  
Attachment IV: Lincoln Commitment Special Handling Procedure Announcement Letter  
Attachment V: Low Volume Dealer Announcement Letter  
Customer Notification Letter

### **QUESTIONS?**

Claims Information:.....1-800-423-8851

Other (Dealer Only) Recall Questions:.....1-800-325-5621

Sincerely,



Ann O'Neill

Director

Vehicle Service and Programs

**DEMONSTRATION/DELIVERY HOLD:  
Safety Recall 00S26 Supplement #3:  
Certain 2001 Model Year Windstar, Crown Victoria, Grand Marquis,  
and Lincoln Town Car Vehicles  
Restraint Control Module Replacement**

**OASIS**

You must use OASIS to determine if a vehicle is eligible for this recall.

**PLEASE NOTE**

Correct all vehicles in stock before delivery. Federal law requires dealers to complete any outstanding safety recall service before a new vehicle is delivered to the buyer or lessee. Violation of this requirement by a dealer could result in a civil penalty of up to \$1,100 per vehicle.

Please note that parts will be allocated first for units already delivered to customers.

**PROMPTLY CORRECT**

Promptly correct all affected vehicles on your dealer VIN list which you will receive in the Ford Dealer Consolidated Communicator (FDCC). Also, correct other eligible vehicles which are brought to your dealership.

**DEALER-OWNER CONTACT AND OWNER LETTER MAILING**

If you have recently sold a vehicle and not yet notified Ford Motor Company of the sale, please contact that owner immediately and provide them a copy of the owner letter.

**Note: 1. Special Handling:**

Lincoln Owners should receive the "Lincoln Commitment Special Handling Procedure". Before calling Lincoln owners, review Attachment IV to familiarize yourself with this special handling procedure.

**2. Safety Recall 00S26 is a Low Volume Program:**

When you receive notification through MORS III, you should contact the owner and arrange for this service. Please note that our Coordination Center will advise owners that they will hear from you within the next two business days. For more information, see attached copy of "Low Volume Announcement Letter" dated May 10, 1999.

**DEMONSTRATION/DELIVERY HOLD:**  
**Safety Recall 00828 Supplement #3:**  
Certain 2001 Model Year Windstar, Crown Victoria, Grand Marquis, and  
Lincoln Town Car Vehicles  
Restraint Control Module Replacement

**REGIONAL CONTACT**

Advise regional office if an owner:

- cannot be contacted.
- does not make a service date.

**CLAIMS PREPARATION AND SUBMISSION**

- Enter claims using DWE.
- Refer to ACESII manual for claims preparation and submission information.
- To claim for the "Lincoln Commitment Special Handling", follow the instructions on page two of Attachment IV.

**OWNER REFUNDS**

Ford Motor Company will only refund owner-paid repairs made before the date of the Owner Letter (or after the date of the Owner Letter if an emergency repair was made away from the servicing dealer.) Refer to ACESII manual for refund information.

**RENTAL CARS**

Except for vehicles covered under the Lincoln Special Handling program, rental vehicles are not approved for this program.

**DEMONSTRATION/DELIVERY HOLD:**  
**Safety Recall 00S26 Supplement #3:**  
 Certain 2001 Model Year Windstar, Crown Victoria, Grand Marquis,  
 and Lincoln Town Car Vehicles  
 Restraint Control Module Replacement

**LABOR ALLOWANCES**

Description	Labor Operation	Labor Time
Replace Restraint Control Module (RCM) according to Workshop Manual Section 501-20B. <ul style="list-style-type: none"> <li>• Crown Victoria and Grand Marquis: .....</li> <li>• Windstar with or without Side Airbag: .....</li> <li>• Lincoln Town Car: (Except Limo) .....</li> </ul>	00S26B 00S26C 00S26D	1.9 Hours 1.9 Hours 1.8 Hours
Replace Restraint Control Module (RCM) per Attachment III: Limo Vehicles (First three letters of VIN: 1L1)	00S26F	2.1 Hours
<b>DEALER STOCK:</b> If RCM is not available, remove airbag fuse and tape to inside of windshield. <b>(Fuse MUST be reinstalled before selling or delivering the vehicle).</b>	00S26E* (Does <u>not</u> close recall)	0.2 Hour
Administrative Allowance	Misc. Expense Code "ADMIN"	0.1 Hour
Lincoln Commitment Special Handling:**	Misc. Expense Code "LCHP"	See Attachment IV

\* Labor Operation 00S26E will not "close out" the recall. Removing the fuse only prevents the possibility of unintentional airbag deployment while being moved at the dealership.

\*\* Lincoln Commitment Special Handling does not apply to vehicles in dealer stock.

**PARTS REQUIREMENTS****Parts Ordering Information****CUSTOMER VEHICLES:**

Parts will be shipped to your dealership according to the procedures established for "Low Volume Recalls". Until further notice, **DO NOT ORDER PARTS** for customer vehicles. (Refer to Attachment IV).

**Note:** When the customer calls the Coordination Center, the correct parts will be automatically sent to the dealer. Parts not used may be returned for credit. (See "Excess Stock Return" below).

**DEMONSTRATION/DELIVERY HOLD:**  
**Safety Recall 00S26 Supplement #3:**  
Certain 2001 Model Year Windstar, Crown Victoria, Grand Marquis,  
and Lincoln Town Car Vehicles  
Restraint Control Module Replacement

**STOCK VEHICLES:**

Correct all vehicles in stock before delivery. Parts are being direct shipped based on your vehicle count.

**PARTS REQUIREMENTS**

**Parts Ordering Information (Continued)**

<b>Part Number</b>	<b>Description</b>	<b>Quantity</b>
1F2Z 14B321 DB	RCM – Windstar with Side Airbags	1
1F2Z 14B321 CB	RCM – Windstar without Side Airbags	1
1W7Z 14B321 AC	RCM – Crown Victoria / Grand Marquis	1
1W1Z 14B321 AC	RCM – Town Car and Limo*	1

\* Installation in Limo requires special NGS Thin Card (See Attachment III).

**ORDER INFORMATION DOR/COR**

DOR/COR number 50179 identifies parts ordered for this campaign.

**DEALER PRICE**

For latest prices, refer to:

- DOES II
- Updated Price Book

**EXCESS STOCK RETURN**

Excess stock returned for credit must have been purchased from Ford Customer Service Division in accordance with Policy Procedure Bulletin 4000.



**DEMONSTRATION/DELIVERY HOLD:  
Safety Recall 00826 Supplement #3:  
Certain 2001 Model Year Windstar, Crown Victoria, Grand Marquis,  
and Lincoln Town Car Vehicles  
Restraint Control Module Replacement**

**RCM REMOVAL AND REPLACEMENT**

For removal and replacement of the Restraint Control Module (RCM) follow the instructions in the 2001 Workshop Manual Information Section 501-20B: OCCUPANT RESTRAINTS

**LIMO SERVICE PROCEDURES** (With both factory installed front seats in place.)

On Limo vehicles the first three letters of the VIN are 1L1.

- 1) Install RCM (part number 1W1Z 14B321 AC).
- 2) Configure RCM using special Limo NGS card.
  - Instructions for configuring the Limo RCM are included in the package with the NGS card.
  - To order the NGS card call 1-800-325-5621. Be prepared to provide your P&A code and VIN number.
  - NOTE: Most Limo Builders have already received the NGS card.
- 3) After replacing the RCM on any of the affected units, please mutilate and scrap the old RCM to prevent it from being installed on another vehicle.

**AIRBAG FUSE REMOVAL AND REPLACEMENT****Dealer Stock Units On Hold:**

Remove RCM fuse (THIS WILL ACTIVATE AIRBAG LIGHT) and tape the fuse to the inside of the windshield (This prevents the fuse from getting lost and acts as a reminder to install the fuse after the revised RCM has been replaced).

Here are the fuse locations:

Vehicle Model	Fuse Location
• Crown Victoria and Grand Marquis: .....	Fuse 4 in the I/P Fuse Panel
• Town Car: .....	Fuse 10 in the I/P Fuse Panel
• Windstar: .....	Fuse 28 in the I/P Fuse Panel

**WARNING:**

Be sure to reinstall the fuse after replacing the RCM.

**Program Announcement Letter  
Lincoln Commitment Special Handling**

Ford Customer Service Division



Ford Motor Company  
P.O. Box 1904  
Dearborn, Michigan 48121

December 17, 1998

**To: All Lincoln Mercury and Ford Dealers**

**cc: Parts Managers  
Service Managers**

**Subject: Announcing Lincoln Commitment Special Customer Handling Procedure for  
Certain Recalls and Owner Notification Programs**

As part of our ongoing commitment to Lincoln customers, we are pleased to announce the Lincoln Commitment Special Customer Handling Procedure to provide additional dealer compensation for certain Recalls and Owner Notification Programs (ONP's) that affect Lincoln brand vehicles.

This additional compensation is being provided to allow dealers to provide personalized service designed to make the recall repair a positive experience for the Lincoln customer, many of whom are new to the Lincoln family.

Each Recall/ONP Bulletin affecting Lincoln vehicles will indicate whether the Lincoln Commitment Special Customer Handling Procedure is authorized; please note that not every Recall/ONP will qualify for this procedure and that the procedure will not be communicated to customers as a normal benefit of the Lincoln Commitment Program. Special handling and claiming instructions are included on the attached page. This program will apply only to Lincoln vehicles which have been delivered to customers.

We ask you to make maximum usage of these special enhancements to the Lincoln Commitment Program when applicable. Thank you in advance for your support of this program and our commitment to surprise and delight our Lincoln customers.

/O.S.B./  
Mark Hutchins  
President  
Lincoln Mercury

/O.S.B./  
M. D. Jordan  
Executive Director  
Ford Customer Service Division  
North America

**If Dealer Picks up and Returns Vehicle for Customer:**

<ul style="list-style-type: none"> <li>• Pick up the customer's vehicle (at a location of their preference such as home or place of business) and return after repair*</li> <li>• Drop off comparable loaner vehicle</li> <li>• Refill fuel tank</li> <li>• Wash and vacuum vehicle</li> <li>• Return vehicle to customer after repair is completed</li> </ul>	<p>Up to 2 hours additional labor (converted to a dollar amount) plus actual cost of fuel and wash/vacuum</p> <p>Note: Labor time to fill tank and wash/vacuum has been included in 2 hour allowance</p> <p>Labor subject to time recording procedures as outlined in Warranty &amp; Policy Manual</p>	<p>Submit total dollar value (labor+fuel+wash/vacuum) using Misc. Expense Code "LCHP"</p> <p><b>EXAMPLE</b> (using example labor rate of \$58/hour and fuel cost of \$1.05/gallon):</p> <p>1.2 hrs. labor* = \$69.60</p> <p>9.0 gals fuel = 9.45</p> <p>Wash/vacuum = 3.50</p> <p>Total Submitted = \$82.55</p> <p>*travel time+fueling/washing labor</p>
<p>Provide comparable loaner vehicle to customer when vehicle is picked up</p>	<p>Actual cost up to a maximum of \$35 per day for a Lincoln loaner or up to \$28 per day for a Mercury or Ford loaner</p> <p>(This does not count against TAP allocation)</p>	<p>Submit up to 3 days maximum using "LOANER" (if additional days are required, call 1-800-325-5821 for authorization)</p>
<p>Perform Recall/ONP repair at dealership</p>	<p>Inspection/repair labor allowance as specified in Recall/ONP Bulletin</p>	<p>See applicable Recall/ONP Bulletin</p>

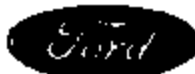
\*Or repair on-site if appropriate; if on-site repair is performed, rental charges do not apply.

**If Customer Brings Vehicle to Dealer:**

<p>Perform Recall/ONP repair at dealership</p>	<p>Inspection/repair labor allowance as specified in Recall/ONP Bulletin</p>	<p>See applicable Recall/ONP Bulletin</p>
<p>Provide comparable loaner vehicle to customer</p>	<p>Actual cost up to a maximum of \$35 per day for a Lincoln loaner or up to \$28 per day for a Mercury or Ford loaner</p> <p>(This does not count against TAP allocation)</p>	<p>Submit up to 3 days maximum using "LOANER" (if additional days are required, call 1-800-325-5821 for authorization)</p>
<p>Refill fuel tank and wash/vacuum vehicle</p>	<p>Up to 0.5 hour additional labor (converted to a dollar amount) plus actual cost of fuel and wash/vacuum</p>	<p>Submit total dollar value (labor+fuel+wash/vacuum) using Misc. Expense Code "LCHP"</p>

**All Dealer Letter**  
**Part Procurement Process for Low Volume Programs**

Ford Customer Service Division



Ford Motor Company  
P.O. Box 1904  
Dearborn, Michigan 48121

May 10, 1999

To: All Ford and Lincoln Mercury Dealers

cc: All Parts Managers  
All Service Managers

Subject: Updated Part Procurement Process For Low Volume Recalls

The purpose of this communication is to update the process for dealer acquisition of service parts for certain Recalls/Owner Notification Programs with a small number of involved vehicles.

**Background:**

- Situations where Recalls/Owner Notification Programs have a small number of involved units require special handling.
- There are no controls in the parts system to prevent the over-ordering of parts in low volume situations.
- Many dealers order one or more parts even if they do not have an involved unit to insure customer satisfaction. This can result in parts in the inventory of dealers who do not need them and exhausted supply for dealers who do need them.
- With existing procedures, there is a cost to the Company and the Dealers (handling, returning, scrapping, etc.).

**What's "Small Volume"?**

- Generally, recalls, or ONP's involving 5,000 or fewer vehicles.

**What We Propose**

- Procedure to better manage "Parts-To-Affected-Vehicle" process.
- Vehicle owner (retail customer/fleet/dealer) requested to contact a "process facilitator" via a special 1-800 toll-free line or with a special postcard provided with the owner letter.
- Process facilitator verifies VIN/Owner information and works with owner (or dealer) to identify repairing dealer.
- Process facilitator inputs part order and sends a MORS III message with Customer/VIN/part shipping information to the identified repairing dealer.
- Dealer would be charged for the part at the lowest acquisition cost.

**What's Different:**

- Owner asked to call special toll-free line or send back special postcard.
- Parts would not be available through the normal parts ordering system.
- Owners would need to have an appointment.

**Dealer Benefits:**

- Eliminates back-orders—guarantees part availability.
- Increases customer satisfaction with your "Service Experience"
- New process will enable dealers to initiate pro-active service scheduling—with the information we will provide on the MORS III message, you call the customers to arrange a service appointment knowing that the part will be there and the customer's vehicle needs service.

Additional details will be provided as specific Recalls/Owner Notification Programs suitable for this process are launched.

We ask that you share this procedure with your parts and service personnel to insure they are aware of this process.

Ann O'Neill  
Director  
Vehicle Service and Programs

R. E. Turecki  
Director  
Global Parts Supply and Logistics

# *Ford Motor Company*

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Ford Motor Company  
P. O. Box 1904  
Dearborn, Michigan 48121  
1-800-392-3673

September 2000

00S26

Mr. John Sample  
123 Main Street  
Anywhere, USA 12345

Your Vehicle Identification Number: 12345678901234567

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Ford Motor Company has decided that a defect which relates to motor vehicle safety exists in certain 2001 Model Year Windstar, Crown Victoria, Grand Marquis, and Lincoln Town Car Vehicles.

We apologize for this situation and want to assure you that with your assistance we will correct this condition. Our commitment, together with Ford and Lincoln Mercury dealers, is to provide you with the highest level of service and support possible.

**What the safety  
issue is....**

In some of the affected vehicles, it may be possible for the Restraint Control Module (RCM) to inadvertently activate an airbag or safety belt pre-tensioner while starting the engine which could potentially result in personal injury.

**What Ford Motor  
Company and your  
dealer will do...**

Ford Motor Company will install a revised RCM in your vehicle free of charge (parts and labor). Owners who are affected by this recall are requested to immediately call the phone number shown below to arrange for the installation of a revised RCM.

**How long will it  
take?**

The time needed for this repair is less than one-half day. However, due to service scheduling issues, your dealer may need your vehicle for a longer period of time.

**What we are asking  
you to do...**

Please call toll-free 1-800-248-0188 and inform the Ford representative that you wish to have your vehicle serviced under Safety Recall 00S26. Representatives are available 7:30AM to 7:30PM Monday through Friday, and 8:00AM to 3:00PM on Saturday (times are Eastern Time).

Please have this letter with you when you call. The Ford representative will ask for the serial number of your vehicle. The serial number is printed on the top of this letter.

Arrangements will be made with the dealership of your choice to have parts available. The dealership will call you to schedule an appointment. If you have not heard from your dealer within two working days, call your dealer to request a service appointment. You need do nothing else except bring your vehicle to the dealership on the service date.

When you bring your vehicle in, show the dealer this letter. If you misplace this letter, your dealer will still do the work, free of charge.

**If you've already paid  
for this service...**

If you paid to have this service done before the date of this letter, Ford is offering a full refund. For the refund, please give your paid original receipt to your dealer. To avoid delays, do not send receipts to Ford Motor Company.

**If you've changed  
address or sold the  
vehicle...**

Please fill out the enclosed prepaid postcard and mail it to us if you have changed address or sold the vehicle.

**If you have  
concerns...**

If you have trouble getting your vehicle repaired promptly and without charge, please contact the Ford Motor Company Customer Assistance Center and one of our representatives will be happy to assist you:

CALL: (800) 392-3673  
(800) 232-5952 (TDD for the Hearing Impaired)

Office Hours: (Eastern Standard Time)

Monday-Friday: 8am - 11pm

Saturday: 9am - 6pm

or you may contact us through the Internet at:

**[www.ownerconnection.com](http://www.ownerconnection.com)**

Our current response time to Internet inquiries is three business days.

You also may send a complaint to the Administrator, National Highway Traffic Safety Administration, 400 Seventh Street, S. W., Washington, D. C. 20590 or call the toll free Auto Safety Hotline 1-800-424-9393 (Washington, D. C. area residents may call 1-202-368-0123).

**Quality Care service  
is there for you all  
year round.**

**QualityCare**  
at your service

Quality Care is the commitment of Ford Motor Company and its dealerships to provide you with a superior service and ownership experience. While we regret the inconvenience caused by this program, we stand committed with our dealers to assist you with all of your automotive service needs. With our nationwide dealer network, we're here to ensure you receive Quality Care service so that your vehicle maintains peak performance throughout your ownership experience.

We pride ourselves on becoming the world's leading consumer company for automotive products and services. Again, we are sorry for the inconvenience. Thank you for your attention to this important matter.

Sincerely,



Ann O'Neill  
Director  
Vehicle Service and Programs